

ABSTRACT OF THE DISCLOSURE

A large population of mass-produced devices (80) such as a particular model of computer hard disk drive, are distributed around the world. Each device (80) includes an
5 arrangement for collecting failure analysis data of the device (50). Each device (80) is arranged to transmit this data to the device manufacturers server (10) via the internet (20). The server (10) analyses the data in order to determine trends in failure performance of the population of devices in order to improve future designs and to provide updated software for distribution to the devices (80) via the internet (20).